Irregular telecom service in Assam

1191. SHRI BHADRESHWAR GOHAIN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government are aware that the telecommunication service in Assam is quite irregular;

(b) whether Government are also aware that many of the new electronic exchanges are also not working for weeks together; and

(c) whether Government propose to set up an enquiry committee to enquire about these irregularities ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) No, Sir. The telecom. services are satisfactory.

(b) Some small rural exchanges may get temporarily interrupted due to prolonged power failures.

(c) No, Sir.

Case of delay in installation of telephones in Calcutta

1192. SHRI MOHAMMED AMIN : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that Calcutta Telephones have the largest number of cases of excess billings and delay in installation of telephones in the country;

(b) if so, whether it is also a fact that telephone officials are not easily available in the offices;

(c) what were the main points raised in the first ever open house session of the Calcutta Telephones (South area) held, recently, and

(d) what steps have been taken in this regard ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) (i) No, Sir, Calcutta Telephones have fewer number of cases of excess billings.

(ii) Yes, Sir, in respect of pending work orders for the connections/shifts the position of Calcutta is not upto the mark.

(b) No, Sir.

(c) Main points raised in the open House session were as under :

(I) 168 complaints regarding faulty telephones and 41 complaints regarding non-execution of work orders were received from individual subscribers.

(II) Besides above individual complaints the following general points were also raised in the Open House Session.

(i) Problems of billing like excess billing, notice before dis-connection for non-payment of bills and provision of cheque collection boxes in exchanges.

(ii) problelms in meeting the Commercial Officers.

(iii) unhelpful attitude of subordinate staff.

(iv) Inconvenient visiting hours to meet the concerned officers for redressal of grievances.

(d) Steps taken by Calcutta Telephones are as under :

(i) All 168 faulty telephones have been attended to.

(ii) 7 work orders out of 41 have been executed and work is in progress to execute the remaining work orders.

(iii) In the Open House Session the procedure to mitigate the problem faced by subscribers regarding excess billing was explained.

(iv) Arrangement of collection of cheques exists in different exchange buildings.

(v) The officers are generally available during visiting hours i.e. 3 p.m. to 4 p.m. Those subscribers who are not in a position to meet the offi-

cers during visiting hours may meet them at other times with prior appointment.

स्पीड पोस्ट सेवा के लिए अलग निगम

1193. **श्री विश्वासराव रामराव पाटिल:**
डा० बापू कालदाते :

क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि सरकार स्पीड पोस्ट सेवा के लिए एक अलग निगम बनाने का विचार रखती है ;

(ख) यदि हां, तो इसका ब्यौरा क्या है ; और

(ग) वित्तीय वर्ष 1992–93 के दौरान महाराष्ट्र में किन-किन नए स्थानों पर यह सेवा उपलब्ध कराई जाएगी ?

संचार मंत्रालय में उप मंत्री (श्री पी० वी० रंगैया नायडू) : (क) और (ख) स्पीड कारपोरेशन की स्थापना करने पर विचार करने के लिए जो समिति नियुक्त की गई थी, उससे प्राप्त रिपोर्ट की जांच की जा रही है ।

(ग) नए स्थानों में स्पीड पोस्ट सेवा की शुरुआत करना एक निरन्तर चलने वाली प्रक्रिया है । जब भी किसी स्थान विशेष में स्पीड पोस्ट की शुरुआत करने का प्रस्ताव प्राप्त होता है, तब परिवहन की उपलब्धता तथा व्यापारिक और मार्केट की व्यवहार्यता को मद्देनजर रखते हुए उसकी जांच की जाती है ।

उरन टेलीफोन केन्द्र का विकास

1194. **डा० बापू कालदाते** : क्या संचार मंत्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि उरन टेलीफोन केन्द्र को बम्बई महानगर टेलीफोन में सम्मिलित किये जाने हेतु उसमें आवश्यक उपकरण लगाए गए हैं ; और

(ख) यदि हां, तो यह संचार प्रणाली कब से कार्य करना प्रारम्भ कर देगी ?

संचार मंत्रालय में उप मंत्री (श्री पी० वी० रंगैया नायडू) : (क) और (ख) महानगर टेलीफोन निगम लि०, बम्बई के अधीन उरन टेलीफोन एक्सचेंज न्यू बम्बई टेलीफोन प्रणाली का एक भाग है । इसकी सज्जित क्षमता 1000 इलेक्ट्रानिक एक्सचेंज लाइनों की है ।

Waiting list for telephone connections

1195. **DR. BAPU KALDATE**: Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether Government have decided to provide telephone connections to the registrants within two years from the date of registration;

(b) if so, what are the details thereof;

(c) by when the connections will be provided to those people who are already on the waiting list; and

(d) whether Government are considering to increase the rate of interest on the deposits during the waiting period ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) Yes, Sir, during Eighth Plan period.

(b) and (c) 8th Five Year Plan envisages to provide 75 lakh new Telephone connections during the plan period to meet the demand as indicated in para (a). The objectives in this regard are :

— Telephone connection practically on demand in the rural/tribal areas, and small and medium towns.